

**From:** [REDACTED] (DIGIT)  
**Sent:** 05 November 2015 15:32  
**To:** [REDACTED] (SG)  
**Cc:** [REDACTED] (SG); [REDACTED] (SG); [REDACTED]  
(SG)  
**Subject:** RE: Suppression E-mails/E-mail Deletion/E-mail-Deletion

Dear [REDACTED],

We try to keep the algorithm as simplest as possible to avoid unexpected behaviour and to make it clear for the user. For any sick leave, the automated deletion process is on-hold till 15 days after the first day at work. With a period of '15 days', the user has enough time to handle the emails received during his sick leave. The '15 days' also cover the case of people who have consecutive sick leaves. It may take a few days before all the information is registered in SYSPER.

For the short sick leaves, it has been decided to keep it simple. We apply the same algorithm. Those users indeed benefit of a grace period of 15 days. During this period, the process is on hold. In your case till the 20/11 nothing will be automatically deleted. On the 20/11, the process restarts and deletes the messages oldest than 6 months. [REDACTED] agreed.

[REDACTED]

**From:** [REDACTED] (SG)  
**Sent:** Thursday, November 05, 2015 3:18 PM  
**To:** [REDACTED] (DIGIT)  
**Cc:** [REDACTED] (SG); [REDACTED] (SG); [REDACTED] (SG)  
**Subject:** FW: Suppression E-mails/E-mail Deletion/E-mail-Deletion

Dear [REDACTED],

[REDACTED] received the following automatic notification today about the suspension of the automatic deletion of emails on his mailbox. As he only entered a sickness leave of half a day (this afternoon) he wondered why the suspension is active until 20/11/2015. So, why does half a day of sick leave justify an extension of 15 calendar days?

Did you agree with [REDACTED] on the duration of the suppression of email deletion? Mathematically the period should be extended with the number of days the persons was absent (so in [REDACTED]'s case: 0,5 day), but I know that we have to cather for a error margin for the "human factor", being that the information in SYSPER is not always immediately up to date. I also wonder if we should send a notification as of 0,5 day of absence.

Can you clarify the algorithym that you apply to send these notifications and to calculate the extension of the deadline?

Kind regards,

[REDACTED]

**From:** [REDACTED] (SG)  
**Sent:** Thursday, November 05, 2015 9:34 AM  
**To:** [REDACTED] (SG)

**Cc:** [REDACTED] (SG); [REDACTED] (SG)  
**Subject:** FW: Suppression E-mails/E-mail Deletion/E-mail-Deletion

**From:** [REDACTED]  
**Sent:** Thursday, November 05, 2015 2:52 AM  
**To:** [REDACTED] (SG)  
**Subject:** Suppression E-mails/E-mail Deletion/E-mail-Deletion

FR: Voir ci-dessous.  
EN: See below.  
DE: Siehe unten.

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(Ceci est un message automatique. Veuillez ne pas répondre.)

Cher(e) Monsieur/Madame,

Selon le système Sysper, un congé de maternité ou maladie vient de se terminer aujourd'hui pour vous.

La suppression automatique des e-mails plus vieux que six mois est suspendue depuis que l'enregistrement dans Sysper de votre congé a été notifié au système e-mail.

La suspension restera encore active jusqu'au 20/11/2015, vous laissant la possibilité de prendre les actions nécessaires.

En cas de questions concernant ce message, merci de contacter votre helpdesk local.

Merci de ne pas répondre à ce message, vu qu'il a été généré automatiquement.

Bien à vous,  
Le service e-mail de la Commission

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(This is an automated message. Please do not reply to this sender.)

Dear Sir/Madam,

According to the data in Sysper, a period of maternity or sick leave ended for you today.

The automatic deletion of e-mails older than six months has been suspended since the registration of your absence in Sysper was notified to the e-mail system.

This suspension will remain active until 20/11/2015, giving you the opportunity to take the necessary actions.

If you have questions concerning this message, please contact your local help desk.

Please do not reply to this message as it was automatically generated.

Regards,  
The Commission e-mail service

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(Dies ist eine automatische erstellte Nachricht. Bitte schicken sie keine Antwort.)

Sehr geehrte Dame, sehr geehrter Herr,

Basierend auf Daten aus Sysper endet für Sie heute eine Abwesenheit (durch Mutterschutz oder Krankheit).

Das automatische Löschen von e-mails älter als sechs Monate wird suspendiert, da die Registrierung Ihrer Abwesenheit in Sysper an das e-mail-System weitergeleitet wurde.

Diese Suspendierung wird bis zum 20/11/2015 aktiv bleiben, damit Sie die Möglichkeit haben, die notwendigen Maßnahmen in Ihrem e-mail Postfach zu ergreifen.

Falls Sie Fragen zu dieser Mitteilung haben, wenden Sie sich bitte an Ihren lokalen Helpdesk.

Wir bitten Sie, auf diese automatisch erstellte Nachricht nicht zu antworten.

Mit freundlichen Grüßen,  
Der e-mail-Dienst der Kommission